



Guide to Data Security

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1| Help Your Data Survive a Disaster

You may be under the impression that natural disasters are rare and unpredictable events. However, research shows that more extreme natural disasters are occurring every single year.

The National Oceanic and Atmospheric Administration (NOAA) reported a record high of 22 weather and climate disasters in 2020 that resulted in [more than \\$1 billion in damage](#). Over the past 30 years, NOAA has been tracking these events, and no state has been untouched by a significant event. These weather and climate events include:

- Fires
- Floods
- Hurricanes and tropical storms
- Earthquakes
- Tsunamis

These events are devastating for individuals, communities, and cities. Additionally, they can be disastrous for small chiropractic practices, who may struggle to get patients to return.

Natural Disasters' Impact on Small Business

According to the Federal Emergency Management Agency ([FEMA](#)), approximately 40% of businesses remain closed after a natural disaster.

Natural disasters are doubly dangerous, as they represent a threat to our lives and our livelihoods. No one is safe from the risk natural disasters pose to their practice. However, proper preparation can equip chiropractors with the necessary resources to survive and recover from a natural disaster.



Human-Made Threats to Your Practice

Just as natural disasters are becoming increasingly common, so are human-made threats. Instances of computer hacking, spyware, malware, ransomware, and theft are all on the rise. The FBI's Internet Crime Complaint Center handled a shocking 69% increase in cases in 2019 compared to the previous year.

Nearly half of all cyber-attacks are targeted at small businesses, and the healthcare industry is one of the most at-risk industries for cyber attacks. Of small businesses that have been victims of cybercrime, 60% will go out of business within six months of the attack. As a result, the importance of protecting your practice and sensitive patient data against cyber threats has never been greater.

Keep Your Sensitive Practice Data Safe

Imagine that your practice is hit by a flash flood or massive fire tomorrow. What would you lose? Would you be able to access critical patient data?

Or your computer system is hacked overnight. What protected health data would be at risk? How long would it take you to recover?

Data security starts with how often you back up your critical data files. If your practice automatically backs up data files daily to a secure cloud server, any natural disaster would likely result in minimal data loss.

However, if you are still manually backing up your files to a local server or cloud backup, there's a chance your data hasn't been transferred in weeks or even months. Then, when disaster hits, you'll lose vital information that sets your practice on a difficult path toward recovery.

How often do you need to back up your data? Experts at Data Recovery Labs recommend once a week as the bare minimum. Ideally, since your chiropractic practice has sensitive practice information like patient records, billing history, and financial records, you should back up all data every 24 hours.

ChiroTouch, as the Cloud Standard in Chiropractic, offers you peace of mind with real-time backups and redundant cloud servers to keep your data safe.

What's more, we have invested heavily in rigorous penetration testing to protect your practice and patient data from security breaches.

HIPAA-compliant Backup

An added layer of complexity for chiropractors is the need for data storage and backup to be compliant with the Health Insurance Portability and Accountability Act (HIPAA) guidelines.

As a chiropractor, you know that your patient data is protected health information (PHI) and must meet the minimum security requirements. Any violation of HIPAA laws can result in [fines of up to \\$58,490 per infraction and up to 10 years of jail time](#) for repeat offenses.



Confidential Data Storage Requirements

Avoiding fines for HIPAA violations is easy when you understand the requirements for confidential data storage.

The minimum requirements for a HIPAA-compliant data backup are:

- Secure, offsite storage area
- Minimum 128-bit encryption
- File and server access logs
- Alerts and notifications should data be accessed or modified
- Frequent testing for vulnerability

If you rely on an IT service provider for your data storage and backup services, verify that the vendor offers confidential data backup that meets these minimum requirements.

ChiroTouch has robust security standards that meet HIPAA guidelines, so you won't have to worry about your data if a natural disaster suddenly strikes your practice.



Recovering Lost Data

No data security plan is entirely foolproof. Occasionally a situation will arise where data is lost. You'll need to act as quickly as possible to recover critical data to keep your practice running smoothly.

While data backups are one way to recover lost data, a data recovery service firm can help when that's not an option. When looking for a reputable data recovery company, you should ask a few questions to help determine the best one for you.

- How long have you been in business doing data recovery?
- What does the data recovery process look like?
- How quickly can you recover my data?
- What do you charge for your services?

With ChiroTouch, if a disaster ever occurs, there will be no need to restore your important practice data thanks to automatic daily backups and redundant servers.

2| Data Security for Your Practice's SOAP Notes

An acronym for Subjective, Objective, Assessment, Plan, SOAP notes are valuable assessment tools for chiropractors. The benefits of using SOAP notes include:

- Accurately tracking patient progress throughout their treatment plan
- Providing quality clinical documentation to defend yourself should your practice ever face a malpractice lawsuit
- Justification of patient charges during audits by third parties

These notes are part of a patient's PHI and must be secured in compliance with HIPAA. Though HIPAA guidelines were written in 1996, amendments and additional legislation have introduced data security requirements when using modern technology.

If you're in the early stages of creating a practice HIPAA compliance strategy, checklists are available from the [HIPAA Journal](#) and the Office for the National Coordinator of Health Information Technology ([ONC](#)). These checklists can help you compare systems you use or are considering using in your practice.



3| EHR Software Systems: Going Paperless Offers Security Benefits

In 2017, nearly 80% of office-based providers used an electronic health record (EHR) in their practice. The adoption of EHR management software has been increasing rapidly over the last decade for several reasons.

Top Advantages of EHR Software for Chiropractors

The most significant advantage of EHR use by office-based practices is the ease of digital backup. Paperless health records create an almost effortless way to back up and recover practice data files. In addition, most EHR systems allow you to set a schedule, so the data backup occurs automatically, granting you peace of mind.

Beyond data backup, EHR systems improve the patient experience. Your practice can implement a smooth process from check-in to check-out with access to records available anywhere and from any device.

Your EHR system can make creating SOAP notes easy, speeding up the process of patient documentation with customizable macros as well as preset diagnostic and treatment codes.

Another significant benefit of EHR software is that the system helps streamline office costs, reducing hours spent on transcription, chart storage, and coding. They can increase your practice's bottom line by reducing errors due to inaccurate or incomplete patient records and automatically apply billing codes to patient charts, reducing the incidence of claim denial.



Security Benefits With EHR Software Systems

A chiropractic EHR software system provides your practice with the required cybersecurity through automatic data encryption. Wherever your practice's PHI is at risk of attack from cybercriminals, encryption needs to be in place to protect that data.

Encryption is a critical component of HIPAA compliance and challenging to accomplish without the right EHR system in place.

But EHR systems provide security beyond encrypting PHI. EHR systems create logs detailing who accessed information, specifying time and location. HIPAA requires this data to establish audit controls.

In the event of a data breach, your EHR system creates an electronic paper trail of the person who illegally accessed your system. Knowing that your actions in the system are being tracked helps establish accountability among chiropractors and their staff, reassuring patients that their personal health information will remain private.

Your EHR system is your first line of defense against security threats. This system must have the best safeguard in place because a data breach can be incredibly costly. The average cost of a data breach in the United States is [\\$8.64 million](#), according to IBM.

Beyond the costs related to lost data, public knowledge of the data breach erodes your patients' trust in your practice. [Over half of consumers](#) place the blame on the companies that were hacked rather than the hackers.



What to Look For in a Chiropractic EHR System

Data security is likely at the top of your list for required features of an EHR system. However, data security isn't the only feature that you should look for.

You need an EHR system that improves your practice by making it easier and faster to access the patient's medical record. A system that lets you look up diagnosis and treatment plans from anywhere, even your mobile device, is a must for a modern chiropractor.

Another valuable feature of EHR management software is the ability to personalize it for the way you work. You need to tailor your EHR system to your practice, not the other way around. Look for an integrated EHR management system that can be customized to meet the specific needs of everyone in your practice — office staff, providers, and billers.

You should have easy access to your digital data. A quality EHR system will have the ability to run reports and analytics, compiling statistics about your practice with just a few button clicks.

ChiroTouch offers a completely integrated chiropractic EHR management software system that maximizes your data security while improving your practice's workflow.

With built-in macros and quick-generating SOAP notes, you'll have an EHR system that is complete, compliant, and virtually audit-proof. In addition, cloud functionality means you'll have secure data backup and access to information wherever and whenever you need it.

4 | Streamline Your Practice With Integrated Chiropractic EHR Software

Limit the amount of time you and your staff spend on repetitive tasks with a fully integrated EHR system. The right EHR system for your practice increases your bottom line while improving your efficiency.

A Smooth Patient Experience from Check-in to Check-out

Interruptions are commonplace in any chiropractor's practice. Unfortunately, these interruptions can be a considerable burden on you and your staff. Research shows that just one interruption costs you approximately 25 minutes before you regain the same level of focus on your tasks.

An EHR system helps reduce interruptions in your practice workflow by enabling patients to schedule and change appointments online, reducing interrupting phone calls to the front desk and freeing up staff for other tasks.

Go Green — Go Paperless

An EHR system helps your practice go digital, allowing all patient records and documents to become paper-free. There are several benefits to going paperless:

- Reduced costs due to less printing and mailing
- Less physical space needed to store patient files
- Improved speed accessing patient charts
- Faster response to schedule requests and patient questions
- Easy search and fewer lost documents
- Secure data and documentation backup

Secure Data Sharing

Sometimes, you and your staff need to communicate confidentially about your practice or your patients. If the conversation contains protected patient information, it needs to be done in a secure way that others cannot easily or accidentally access.

Within your EHR system, you can leave password-protected notes on patient accounts. This allows your communication with staff members to be secure and compliant with HIPAA, eliminating the potential for significant fines. If you fail a HIPAA audit, you can be fined [a maximum of \\$1.75 million per category violation](#).

The right EHR software program can help you stay compliant with any updates and changes to HIPAA or the Health Information Technology for Economic and Clinical Health ([HITECH](#)) act.

Information at Your Fingertips with an All-in-one Dashboard

Imagine logging in to your EHR system and having access to everything that is most important to you on one screen. You'll save time and avoid jumping from screen to screen trying to find the data you need to complete a task.

In addition to increasing office efficiency, the at-a-glance dashboard lets you focus on your patients more, improving the patient experience. For example, patients won't have to navigate separate systems for scheduling and payment processing.

With ChiroTouch, your completely integrated chiropractic EHR software becomes your all-in-one system for seamless patient experiences from check-in to check-out.

5| Secure Online Payments Add Value to Your Practice

Recent advances in technology have accelerated the movement toward a cashless society. In an average week in 2018, 34% of adults did not use cash to make payments. The increased use of electronic payments opens up new potential threats for your patients — identity theft and credit card fraud.

The rate of identity theft is on the rise, with 1 in 15 Americans becoming victims of identity theft in 2019. Accepting online payments in your practice can help it grow and appeal to a broader range of the population. However, before you accept online payments, you need to ensure your patients' information remains secure.

Provide Multiple Payment Options

More than half of Americans are living paycheck to paycheck. The COVID-19 pandemic has increased that number to 63% of the population.

Online payment through your integrated ChiroTouch system lets your patients choose from multiple payment methods to match their lifestyle and budget.

You can save patients' cards to their accounts. Payments can be simplified even more when patients set up an automatically recurring payment to pay their bills each month. This improves your practice's cash flow and decreases the number of patients who will leave your office without paying their bill.

Eliminate Double Entry

ChiroTouch's integrated payment function improves the accuracy of your bookkeeping.

When money is received electronically, the system automatically records the payment and all important information in the right place. Payments are automatically posted into the patient ledger.

Your practice will be less likely to have accounting errors; the information is integrated into the system and automatically backed up to the cloud.

More Efficient Insurance Claim Processing

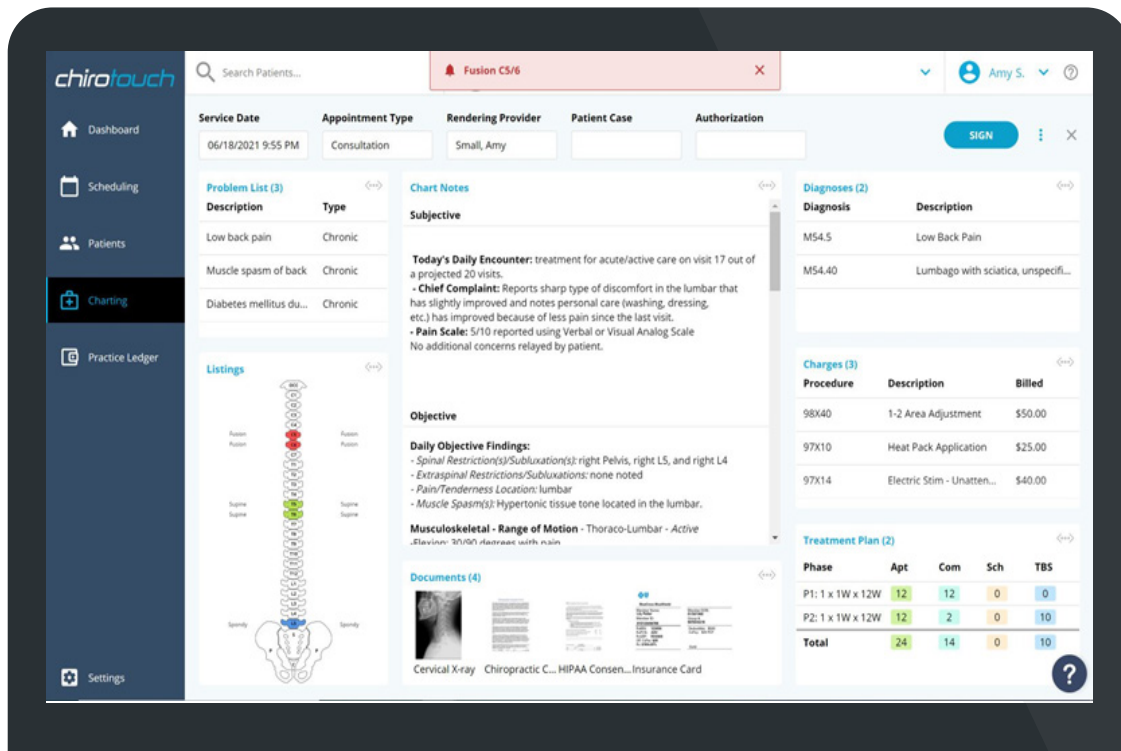
The medical claim denial rate is on the rise. According to the [Change Healthcare Network](#), claims denials have risen 11% between 2019 and 2020.

To make matters worse, 86% of these denials were potentially avoidable. Missing or inaccurate patient information is the leading cause of claim denial.

Fully integrated chiropractic EHR software improves the chances that a claim will be approved. An integrated EHR program flags missing required fields, ensuring these are filled out before a claim is submitted.

It can alert you when payments haven't been received, speeding up the time between submission and reimbursement. Your integrated EHR system can track a claim's progress and alert you when follow-up or clarification is needed to resolve a claim quickly.

With ChiroTouch, all of these claims management tasks are integrated with insurance clearinghouse functions. Your practice can easily manage claims using one vendor and a single sign-in.



ChiroTouch is the Cloud Standard in Chiropractic

ChiroTouch completely integrated chiropractic EHR software gives you everything you need to run an efficient practice, all in one system. Your practice workflows will run seamlessly. Your practice will provide convenience for patients and increased profitability by improving patient management, speeding up payments, and reducing denials.

ChiroTouch is also your best choice to keep protected health information safe from disasters and data breaches.

At ChiroTouch, we worry about data security so you won't have to.

Discover how ChiroTouch, the Cloud Standard in Chiropractic, makes it easy to protect your patient health information and makes it easier to keep your practice HIPAA-compliant. [Book a demo today.](#)

chirotouch.

The Cloud Standard has Arrived.

The completely integrated software solution to comfortably extend your practice.

See it in action

